

Government of the District of Columbia
Department of Insurance, Securities and Banking



Thomas E. Hampton
Commissioner

INSURANCE CONSUMER COMPLAINT RATIO REPORT

HOMEOWNER'S

This report only contains homeowner's policies.

NAME OF INSURANCE COMPANY	2007 Written Premiums	2007 Complaint Count	2007 Complaint Ratio
Encompass Insurance Company of America	2,113,371	1	0.47
Sentinel Insurance Company, LTD	393,741	1	2.54
Bankers Independent Insurance Co.	13,025	1	76.78
Allstate Property and Casualty Insurance Company	729,584	3	4.11
Standard Fire Insurance Co.	25,007,417	7	0.28
Allstate Insurance Co.	7,939,669	6	0.76
American Home Assurance Co.	36,253	1	27.58
Federal Insurance Co.	2,543,546	1	0.39
Great Northern Insurance Co.	7,785,288	3	0.39
Liberty Mutual Fire Insurance Co.	3,577,421	2	0.56
Nationwide Mutual Fire Insurance Co.	6,677,664	3	0.45
Balboa Insurance Co.	884,647	1	1.13
State Farm Fire and Casualty Co.	28,439,328	6	0.21
Charter Oak Fire Insurance Co.	24,200	1	41.32
Travelers Indemnity Co.	2,535,420	3	1.18
Travelers Property Casualty Co. of America	1,101,682	1	0.91
USAA Casualty Insurance Co.	4,442,817	3	0.68

Property & Casualty Insurance Co. of Hartford	481,655	2	4.15
Hartford Insurance Company of the Midwest	1,876,738	1	0.53
Total all companies in this report.	\$ 96,603,466	47	
Total of all companies writing homeowner's insurance in the District of Columbia.	\$ 155,751,069		
Average 2007 complaint ratio for this line of insurance.			0.30

#ICCRRH2007 3/17/09